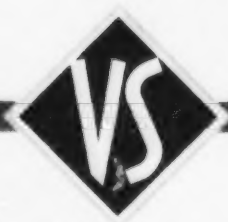

Vital Statistics Agency

Special Operating Agency

1999-2000 Annual Report

100-07640/

Minister of
Consumer and Corporate Affairs

Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

The Honourable Peter Liba
Lieutenant Governor of Manitoba

May it please your Honour:

I have the privilege of presenting for the information of Your Honour, the Annual Report of the Vital Statistics Agency for the fiscal year ending March 31, 2000.

Respectfully submitted,

Honourable Ron Lemieux
Minister
Consumer and Corporate Affairs

Manitoba

Deputy Minister of
Consumer and Corporate Affairs

Winnipeg, Manitoba, CANADA
R3C 0V8

945-3742 (phone)
945-4009 (facsimile)
dmcca@leg.gov.mb.ca (e-mail)

The Honourable Ron Lemieux
Minister
Consumer and Corporate Affairs

Dear Sir:

I am pleased to submit for your consideration the Annual Report of the Vital Statistics Agency for the fiscal year ended March 31, 2000.

The results of the 1999/2000 fiscal year indicate that the Vital Statistics Agency has operated successfully and effectively, focusing on client service. The Agency has implemented its Y2K compliant new Information Systems as scheduled. With this new system, staff can now respond immediately to clients' questions regarding the status of their application for services. As well, the Agency is able to work more effectively with police and other provincial jurisdictions on criminal investigations involving fraudulent applications for birth certificates.

In addition to its regular services of registering vital events and issuing certificates and certified copies, the Agency provides training and training materials to staff of medical institutions, to First Nations Band employees to assist parents in the birth registration process, and provides services to residents of Nunavut (formerly NWT) who were born in Manitoba in Inuktetut, to name a few.

I would like to thank both the members of the Advisory Board for providing their time and expertise to guide the Agency's endeavors during the last year and all staff for their dedication and efforts that have contributed towards Vital Statistics' success.

Respectfully submitted

M. Alexandra Morton, Q.C.
Deputy Minister, Consumer and
Corporate Affairs

Vital Statistics Agency

MESSAGE FROM THE CHIEF OPERATING OFFICER

I am pleased to submit the Annual Report of the Vital Statistics Agency (VSA) for the 1999-2000 fiscal year. VSA has had another very successful year, and I am privileged to report on the activities and accomplishments for the past year.

The implementation of the new Information Systems has been successful and the new technology allowed the Agency to go through an extensive streamlining of workflow and procedures resulting in increased efficiencies. The challenge for the Agency was the training of all employees utilizing the new technology while at the same time keeping up with the day to day workloads and maintaining excellent client service. Technological change in our society is accelerating, and the new technology has prepared Agency staff to move forward and absorb any new technologies and services in the future.

Major highlights of the year:

- The Agency's telephone operators are now able to inform clients immediately on the status of their application for certificates. Clients are impressed to be able to talk to a real person instead of listening to a recorded message.
- Since the implementation of the new Information System, the Agency is now able to assist police and other provinces in fraud investigations more effectively.
- To reduce fraud, The Vital Statistics Council for Canada recommended asking for additional information on applications. We will be introducing new forms in 2000/01.
- Agency staff working the front counter area have all received "Counter Action" training through the Winnipeg Police Department. The Agency reviewed its physical security procedures and is planning an upgrade through the installation of security cameras.
- The Agency received approval to proceed with the marketing of commemorative certificates. The design of certificates, brochures and order forms, have been completed and are ready for printing.
- The Agency has undertaken a review of "The Vital Statistics Act" and is planning to recommend changes to bring provisions of the Act in line with current trends and practices in other jurisdictions.

I sincerely appreciate the tremendous dedication of all staff who have demonstrated that a commitment to provide our clients with excellent service can lead to real success. I would also like to thank our Advisory Board, our clients and other stakeholders for their continued support.

Caroline E. Kaus
Chief Operating Officer

ADVISORY BOARD MEMBERS

Chairperson:

Ms M. Alexandra Morton, Q.C.
Deputy Minister
Consumer and Corporate Affairs

Members:

Mrs. Lily Adams
Accounting Clerk
Vital Statistics Agency

Ms Barbara Bowes
President
Bowes Leadership Group
508 – 1661 Portage Ave.

Mr. Gino Braha
G. Braha & Associates Ltd.
180 Amber Trail

Mr. Dan Haughey
Executive Director, Welfare Reform
Employment & Income Assistance Division
Family Services

Mrs. Caroline E. Kaus
Director/Chief Operating Officer
Vital Statistics Agency
Consumer and Corporate Affairs

Mr. Wilf Falk
Chief Statistician
Manitoba Bureau of Statistics

AGENCY MANAGEMENT

Caroline E. Kaus	Chief Operating Officer
Janet Usher	Assistant Director
Rudy Gerling	Manager, Finance and Administration/Marketing
Dorothy Whittaker	Manager, Customer Services
Lorraine Turzak	Supervisor, Application Processing
Frances Beer	Supervisor Registration Information Systems

VITAL STATISTICS AGENCY
1999-2000 ANNUAL REPORT
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1 AGENCY PROFILE

1.0 Background/History

The Vital Statistics Agency is responsible for administering and enforcing *The Vital Statistics Act, The Marriage Act, The Change of Name Act* and processing disinterments under *The Public Health Act*.

As well, the Agency is responsible for protecting the privacy and confidentiality of the personal information in its care. Access to records is provided only in accordance with legislation which protects the privacy of Manitobans.

The registration of vital events in Manitoba commenced in 1882 with the registration of births, marriages and deaths. At that time vital events were registered with the local government authority of the city, town, municipality, etc., in which the vital event occurred. That authority was appointed a division registrar under *The Vital Statistics Act*, and had the responsibility of forwarding the registration to Vital Statistics. In order to improve effectiveness and efficiency, this system was replaced in 1983. A district registrar system was implemented whereby registrations were sent directly to Vital Statistics from the health care facility, clergy, funeral home, etc., that recorded the vital event.

Various rural government and First Nations offices assist in service delivery to the public through the issuance of marriage licences and applications for Vital Statistics' services. District registrars are appointed throughout Manitoba to facilitate the registration process. As well, private businesses throughout the province are vendors for marriage licences.

In March of 1994, Vital Statistics transferred from the Department of Family Services to the Department of Consumer and Corporate Affairs. The transfer was to facilitate implementation of Vital Statistics as a self-sustaining Special Operating Agency oriented to continuous improvement in service quality and efficiency. Vital Statistics began operating as a Special Operating Agency under *The Special Operating Agencies Financing Authority Act* on April 1, 1994. The Agency was organized to be an autonomous unit delivering regulated services directly to the public and other government departments and agencies.

The Agency's management team consists of a Chief Operating Officer, two Managers and three Supervisors. The Agency's Advisory Board, chaired by the Deputy Minister of Consumer and Corporate Affairs, provides advice on structure, business practices and finances. The Board also comments on the Agency's performance through review of Business Plans and Quarterly and Annual Reports.

1.1 Vision

The Agency's vision is "to strive for excellence through responsive and innovative delivery of Vital Statistics Services".

1.2 Mission

The mission of the Vital Statistics Agency is "to provide the public with services relating to Manitoba vital events in a manner which effectively meets all legislative and statutory requirements."

1.3 Mandate

To fulfil this mission, Vital Statistics was mandated to:

a. maintain the provincial registry for births, marriages, deaths and stillbirths; issue certificates and certified copies from vital event registrations; and provide statistical and other types of reports as well as other related services to customers in accordance with *The Vital Statistics Act*;

b. register clergy and marriage commissioners as marriage ceremony officiants, appoint marriage commissioners, register marriage licence issuers, issue marriage licences, and recognize religious denominations in accordance with *The Marriage Act*;

c. register, conduct searches and issue certificates for legal changes of name in accordance with *The Change of Name Act*;

d. process applications for Orders authorizing Disinterment pursuant to *The Public Health Act*; and

e. register adoptions, re-register births and amend records pursuant to *The Child and Family Services Act*, as well as amend parentage particulars of birth records pursuant to *The Family Maintenance Act*.

1.4 Goals

The on-going goals of the Agency are:

a. to ensure accurate and timely registration of vital events;

b. to ensure all legislative requirements are met with respect to compliance, privacy, safekeeping and authorized release of records and information;

c. to provide courteous, timely and cost-effective service; and

d. to recover the full costs of service and maximize sales opportunities.

1.5 Operating Principles

The mission and goals of the Vital Statistics Agency are supported by the following operating principles:

a. to run Agency operations, as far as practical, that are financially self-sustaining and according to best business practices;

b. to follow best private and public sector employment practices and improve staff involvement wherever practicable in all aspects of operations;

c. to ensure satisfactory levels of confidence of the Agency's stakeholders;

d. to introduce contemporary technologies to the Agency's operations in fulfillment of its mission on a business-case basis;

e. to continuously strive to improve service quality and responsiveness; and

e. to preserve and safeguard the Government's assets of nearly four million vital event records.

1.6 Products and Services

Vital Statistics performs a broad range of activities and services that are primarily mandated under *The Vital Statistics Act, The Marriage Act* and *The Change of Name Act*. The Agency maintains records and respective registries of vital events, changes of name and adoptions, through which the following products and services are provided:

a. small-size certificates for births, marriages and change of name;

b. large-size certificates for births, marriages, deaths, and change of name;

c. certified copies of registrations of birth, marriage, death, and stillbirth, and of certificates of change of name;

d. record searches (including genealogical searches) and issuing search receipts.

e. amending records for corrections, adoptions and changes of name;

f. delayed registrations;

g. compiling vital event data in listing and statistical formats, and providing statistical information for bona fide research;

h. issuing marriage licences;

i. obtaining Orders authorizing Disinterments;

j. issuing burial and re-burial permits;

k. providing the administrative framework to appoint clergy and commissioners to perform marriages; and

l. issuing Commemorative Birth and Marriage Certificates.

In addition to delivering services through the traditional means of mail, telephone, facsimile and counter service, the Agency also provides information regarding products and services through Consumer and Corporate Affairs bilingual web site. The Agency plans a review of e-commerce interfaces for its products and services, and an expanded presence on the internet.

1.7 Markets

Data submitted under *The Vital Statistics Act* is provided by more than 3,200 district registrars representing hospitals, health facilities, personal care and nursing homes, funeral homes, members of the clergy, and marriage commissioners located throughout the province.

As well as providing the source data for issuance of certificates, the event data collected in the Agency's registry system offers valuable statistical information. The data collected makes it possible for health organizations to compare birth and death rates between countries, provinces and other geographic units. The Agency ensures that the data used in any statistical report is non-identifying to satisfy any privacy concerns of individuals.

The largest consumer of the Agency's services is the general public; largely young families and senior citizens. Legal, financial, and health institutions such as lawyers, police, insurance companies, trust companies and physician's offices request services on behalf of their clients. Statistics Canada is a major data user of vital events information in both record copy and data file formats. The client profile for the Agency also includes numerous government departments, agencies, and offices from Manitoba and other jurisdictions.

Birth certificates are considered the primary source of identification from which numerous other benefits are derived such as medical services, public education, passports, old age pension or other income security provisions, as well as obtaining Indian status or band membership.

Certificates or certified copies of birth, marriage and death records are required in courts and elsewhere to establish necessary facts for child support, life insurance claims, tracing ancestry, settlement of pensions and estates, etc. Certified copies of medical certificates of death, which form part of death registrations, are important in determining health risk factors regarding hereditary diseases or medical conditions in family histories.

Vital Statistics is the sole provider of this service in the Province of Manitoba. If a person born in Manitoba requires a birth certificate, only Vital Statistics is authorized to issue it. However, the sole proprietorship of the Agency does not preclude it from forming partnerships with complementary agencies to produce a value-added service.

The Vital Statistics Agency operates within the Vital Statistics Council for Canada along with the other provincial/territorial jurisdictions and the Federal Government. The Council provides a forum for developing a common approach to collecting vital statistics, sharing information with external parties, and to facilitating problem-solving through shared experiences, research findings and expertise among the jurisdictions.

Fee setting, service turnaround times, product diversity, and operational efficiency and effectiveness are continuously measured against those of its counterparts. Maintaining competitive rates with other jurisdictions is factored into rate determination. Other registries, information providers, and regulatory bodies are consulted to determine cost, price and value benchmarks when considering the assessment.

The new Vital Statistics Information System will enable the Agency to offer new enhanced products and services to its clients, including Commemorative Certificates. The Agency developed a marketing plan to determine the best way to promote and distribute these certificates. During the 1999-2000 fiscal year the design of three Commemorative Birth Certificates and two special Millennium Birth and Marriage Certificates have been completed. Printing and official launching of these Certificates is anticipated during the first quarter of the 2000-2001 fiscal year. The design of three Commemorative Marriage Certificates is scheduled for the 2000-2001 fiscal year. To promote the sale of the Commemorative Certificates, the Agency developed product brochures as well as Gift Certificates to be sold by jewellery and gift shops to prospective customers.

All Commemorative Certificates prominently carry the "Treasured Event" ™ theme. This theme captures the primary value, is memorable, reinforces the emotional attachment regarding the specific event being commemorated, and highlights its distinctive aspects. Commemorative Certificates are intended for framing and are not official documents.

1.8 Agency Structure

Vital Statistics is organized into Management/Finance and three operational units: Customer Services; Registration Information Systems; and Application Processing. The head of each unit reports to the Chief Operating Officer, who is also known as the Director for statutory purposes. The Chief Operating Officer reports to the Deputy Minister of the Department of Consumer and Corporate Affairs. The Agency currently has 31.32 staff years. A few of the positions are filled by job share arrangements to accommodate workloads and employee preferences. (An organization chart is included in Section 7.1.)

Vital Statistics operates using a combination of internal resources and purchased services from private service providers. The Agency continues to explore options between these two alternatives in order to achieve the most efficient combination to support operations.

For example, the Agency participated in the Government of Manitoba's Desktop Initiative to provide network services on a government-wide basis. This has proved to be an efficient way to deliver the new Vital Statistics information system.

1.9 Advisory Board

The role of the Vital Statistics Agency Advisory Board is to provide advice to the Minister and Deputy Minister of Consumer and Corporate Affairs, and by implication to the Vital Statistics Agency, on the Agency's strategic operations and changes to its mandate, structure, business practices, and finances. The Advisory Board also comments on the Agency's performance through review of proposed business plans, as well as quarterly and annual reports.

The Advisory Board is appointed by the Minister of Consumer and Corporate Affairs and comprises:

- the Deputy Minister of Consumer and Corporate Affairs, who acts as Chair;
- two members representing Agency customers;
- one member representing Agency staff; and
- two members external to government, knowledgeable in business practices and/or familiar with the Agency's economic sector.

The Chief Operating Officer of the Agency is an ex-officio member of the Board. Other external resources or Agency staff may be invited to attend meetings at the request of the Chair. The composition of the Board may change over time as circumstances warrant.

1.10 Vital Statistics Council for Canada

Background

The Vital Statistics Council for Canada was established over 50 years ago. The Council was established by federal-provincial agreement in 1945, and continues to support the Canadian system of vital statistics. The Council is a successful partnership between the provincial/territorial registrars responsible for the registration of all vital events in Canada and the federal officials responsible for the production and analysis of national statistics.

The collection of all Canadian births, stillbirths, marriages, deaths, divorces, adoptions and changes of name permits the general public to obtain certificates required for identification, health insurance, education, travel, pensions, social services and many other benefits. This data is also required by all levels of government and for medical research and demographic purposes and for effective and efficient public administration.

The Vital Statistics Council for Canada currently functions as an advisory body to the provincial/territorial registrars and to the Health Statistics Division of Statistics Canada.

Canadian System of Vital Statistics

"The Canadian System of Vital Statistics" means the existing system whereby all provincial and territorial registrars provide vital statistics data to Statistics Canada for inclusion in a national data base.

This system allows Statistics Canada to fulfil its mandate including:

- the generation of national statistics on mortality, fertility, nuptial arrangements, and life expectancy;
- statistical research and analysis; and
- the publication of various information for all of Canada, such as population projections.

Composition

The Council is composed of provincial and territorial officers responsible for the registration of vital events and the federal officials responsible for the production of national statistics. All provinces and territories are represented on the Council, as is the Health Statistics Division of Statistics Canada.

Key Business Functions

The key business functions of the Council are to:

- discuss, with a view to achieving common approaches and uniformity where appropriate, the forms and certificates being used, the governing legislation, the procedures and format of the transfer to and receipt of national and provincial/territorial data from Statistics Canada;
- liaise with all groups of service providers (e.g., physicians, coroners, funeral director, clergy, law enforcement agencies, lawyers, and notaries);
- facilitate sharing, exchange, and retention of information, date, and research among jurisdictions;
- liaise with other federal and provincial government departments, including the Passport Office, Elections Canada, and Social Services; and
- organise an annual inter-jurisdictional forum to discuss issues relating to registration and certification of births, deaths, marriages, stillbirths, and change of name.

2 PERFORMANCE MEASUREMENT AND ACCOMPLISHMENTS

2.1 Framework

Vital Statistics participates in the Manitoba Measures Performance Management Project undertaken by the Department of Consumer and Corporate Affairs. The Agency continues to refine performance measurement information in order to provide balanced reporting to meet internal, departmental, and other stakeholder requirements without duplicating processes or incurring extra costs.

In an effort to produce the most effective performance measurement system for the Agency's operation, staff developed two specific categories of performance measurement: client service performance targets and internal activity performance targets. This method has been very successful in providing accurate, timely and relevant information for Agency management, while at the same time ensuring that Agency plans align with government priorities.

2.2 Client Service Performance Targets

Client service performance targets were developed by establishing baseline data (standard turnaround times) and current targets (internal operating targets). Accurate performance measurement was accomplished through development of detailed tracking systems and comparison of actual performance to current targets. It has provided insight into areas where performance could be improved, and also provides a very detailed look at how the organization is performing.

Current client service targets are in keeping with the Vital Statistics Agency's mission, which includes ensuring accurate and timely registration of vital events and providing courteous, timely and cost-effective service.

See Table 2.2 for actual program outputs and program outcomes for the year ended March 31, 2000.

In addition to the activities outlined on Table 2.2, the Agency measures a number of activities for internal reporting purposes, including clients "telephone enquiries response times" regarding status of applications. Under the old system, staff were unable to provide application status information for the approximately 3,000 calls per annum, on an immediate basis requiring staff to return calls at a later time or day. With the new Information System, approximately 1,500 calls are answered while the client is on the phone, requiring staff to return only about 1,500 calls at a later time or day. As more and more information is entered into the new Information System, the favourable trend of being able to respond while the client is on the phone is expected to continue, with the balance of calls being answered within hours rather than days.

Table 2.2 – Client Service Performance Targets Program Outputs and Outcomes				
Line of Business/ Program	**Performance Indicators**	**Baseline (Standard Turnaround Times)**	**Actual Program Output**	**Actual Program Outcome**
Registry Operations: Registration Information System	Number of days to Register events: # of Transactions # of Days % Baseline Met	 30,600 5.0	 30,986 3.7 78%	Improvement of 26% in Registration response time From standard 5.0 days to Actual 3.7 days
Regulation: Application Processing	Number of days to Register events: # of Transactions # of Days % Baseline Met	 66,400 10.0	 75,465 11.2 45%	Certificate response time Slipped from standard 10.0 Days to actual 11.2 days or 12% due to increase in Certificates volume of 9,065 or 14%.
Regulation and Licensing: Customer Service	Number of days to Register events: # of Transactions # of Days % Baseline Met	 3,900 18.0	 3,552 18.6 46%	Registering events and issuing certificates response time increased slightly from standard 18.0 days to actual 18.6 days

2.3 Internal Activity Performance Targets

Internal activity performance targets are activities which support at least one critical success factor the Agency must undertake in order to ensure it operates at peak levels of efficiency and effectiveness. These internal activity performance measures link the program outcomes to the agency's lines of business, as follows:

a. Management: ensure satisfactory confidence of stakeholders

b. Financial: run operations that are financially self-sustaining and according to best business practices;

c. Communications: effectively communicate with employees, customers and stakeholders;

d. Human Resources: follow best private and public sector employment practices with staff involvement; and

e. Operations: continuous improvement in providing quality and responsive service.

Some internal activity performance measures relate to the Agency's responsibility to the national collection system. The Vital Statistics Council for Canada is responsible for planning and administration of the national system of data collection.

See Table 2.3 for actual program outputs and program outcomes for the year ended March 31, 2000.

2.3 – Internal Activity Performance Targets
Program Outputs and Outcomes

Line of Business/ Program	Program Performance Measurement (Output)	Expected Program Outcome	Actual Program Output	Actual Program Outcome
Registry Operations: Management\Finance	Meet quarterly financial targets as outlined in current Business Plan	Run operations that are financially self-sustaining and according to best business practices	Revenues: Budget - $2,170 Actual - $2,388 Expenses: Budget - $2,130 Actual - $2,245	Revenue exceeded budget by $218. Expenses exceeded budget by $115, for a favourable variance of $103.
	Meet budgeted net income and pay surplus operating funds as per 1999-2000 Business Plan projection	Payment of surplus operating funds to the province's Consolidated Fund	Net Income: Budget - $40 Actual - $143	$190.0 revenue sharing payment made to Province's Consolidated Fund
	Continue to evaluate the Agency's performance measurement system	Ensure satisfactory confidence of stakeholders	Weekly information identifies production bottlenecks	Provides valuable information for efficient resource utilization
	Complete planning and report cycle for Business Plan, Quarterly Reports, Annual Audit and Annual Report		1998-99 Annual Audit 1998-99 Annual Report 1999-00 Quarterly Reports 2000-01 Business Plan	As required by SOA Coordinator/Treasury Board

2.3 Internal Activity Performance Targets (continued)

Line of Business/ Program	Program Performance Measurement (Output)	Expected Program Outcome	Actual Program Output	Actual Program Outcome
Registry Operations: Management\Finance (continued)	Development of Business Resumption and Recovery Plan as recommended by Internal Audit	Preserve and safeguard the Government's assets of nearly four million vital event records	Data Protection is part of the new information system;	The Agency has completed the data protection and parts of building security of the project
	Continue job rotation\training plans	Follow best private and public sector employment practices with staff involvement	All staff completed new system training	
	Evaluation and implementation of Quality Service Committee recommendations	Continuous improvement in providing quality and responsive service	New Identity project for all agency brochures identified by QSC	Two Brochures re-designed: Parent's Guide for Registering Births, and Guide for Name Options After Marriage
	Calculate and monitor productivity rates	Calculate and monitor productivity rates	Budget - 3,479 units per empl. Actual - 3,752 units per empl.	Total productivity rate was 7.8% favourable compared to budget
	Work with Vital Statistics Council to develop definitions for data system collectors	Develop definitions for one registration process and develop literature		An RFP for system design was approved and a contract awarded to LGS for the development of a national collection system. Manitoba is part of the national steering committee for development of the National Routing System. The first progress report will be presented to the Vital Statistics Council for Canada in May, 2000.
	Implement ICD – 10	National system anticipated to be available for use on January 1, 2000	New death registration designed to implement ICD-10	ICD-10 software is not available from Statistics Canada until May, 2000. All deaths in 2000 will be coded using this software.

2.4 Other Activities/Accomplishments achieved during the 1999-2000 Fiscal Year

The following are accomplishments achieved and/or activities undertaken by the Agency during the 1999-2000 fiscal year, which are not addressed elsewhere in this report.

Joint Registry Service Initiatives

The Property Registry, Companies Office and Vital Statistics Agency form part of a Registries Committee that promotes enhanced customer service by providing service initiatives between the three Special Operating Agencies.
The Agencies have undertaken several initiatives, including;

- Implementation of the Land Titles Office/Vital Statistics initiative which permits customers to use any Land Titles Office to submit applications and remit payment to Vital Statistics. In addition the Brandon Land Titles Office has piloted a program that provides a marriage licensing service at that office for clients of Vital Statistics.
- The Companies Office is providing information from Vital Statistics concerning registering clergy when a religious denomination is registering at Companies Office.
- The Property Registry and Companies Office have initiated a joint project to collect client e-mail and fax addresses to facilitate client communication. The two Agencies are also working on improving public signage in the Woodsworth building to assist clients in locating the services that are offered by the Land Titles Office, Personal Property Registry and Companies Office.
- The Property Registry and Companies Office have introduced revised practise procedures that permit Land Titles Office examiners to access Companies Office records to establish registration requirements for transactions within the Land Titles Office without requiring proof of registration in Companies Office from the client.

Conference of Band Registry Clerks

On April 25, 2000, representatives from the Agency attended a conference of Band Registry Clerks with Indian and Northern Affairs Canada. Band registry clerks complete forms on behalf of their members for Vital Statistics. Having children registered promptly and correctly with the Province ensures they are registered with their respective Bands in a timely manner. A presentation was given with an overview of Vital Statistics legislative requirements concerning the registration of births, and was followed by a question and answer period.

Market Plan for Commemorative and Gift Certificates

The Agency's Advisory Board approved the marketing and implementation plan for the Commemorative Birth and Marriage Certificates as well as the gift certificates at a special meeting on June 18, 1999.

The Agency, in co-operation with Information Resources, Department of Culture, Heritage and Tourism retained the services of an artist for the design of three Commemorative Birth Certificates (newborn, heritage and classic) and two Millennium Certificates (birth and marriage). The design of these certificates has been completed and they are in the process of being printed. Three Commemorative Marriage Certificates are planned for fiscal year 2000-01. The design of all corresponding brochures and order forms has been completed and are either printed or ready for printing during the first quarter of 2000-2001.

Vital Statistics Act Review

The Agency is recommending a review of the provisions of The Vital Statistics Act. While there have been several minor changes to the Act there has not been a substantial review since the mid 1980's.

The registration of vital events will affect most citizens at some time during their lives. A review of the legislation is needed to update the Act to bring provisions in Manitoba in line with the current trends and practices in other provinces. Our Act does not adequately recognize the naming provisions of other cultures and ethnic groups. As well there are many terms that are no longer in current use and cause confusion for clients.

New Cover Design for Brochures and Booklets

New cover designs were created incorporating the new Agency logo for "Guide for name options after marriage" and "Guide for registering birth" brochures.

Workplace Safety and Health

The Agency's Workplace Safety and Health Committee finalized procedures to deal with situations involving criminal activity such as robbery, threats, etc. As well, alarm procedures for the front counter and for the basement area were finalized, printed and posted. A procedure review headed by the Manager of Security, Government Services, was held in December, 1999.

To increase building security and improve staff safety, the Agency decided to proceed with the installation of a three camera security system as recommended by the Manager of Security, Government Services. One camera will be located in the front counter/cash register area, one in the front lobby at the 258 Portage Avenue entrance, and one in the basement near the elevator area. Installation is anticipated to be completed in the first quarter of 2000-01.

Staff who work directly with the general public at our front counter have participated in the Winnipeg Police Service "Counter Action" program. This is a program of education and training in business crime prevention techniques. Information is presented which is aimed a decreasing danger and increasing the chances of catching criminals, and, at times, prevent a crime from occurring at all. The program helps raise awareness and adds a sense of confidence and security in staff members and our customers. A

designated staff person receives current crime prevention information which allows the Agency to keep up to date on any issues of concern.

Office Layout Redesign

The Agency developed a new office layout to provide better workflow between units and staff. New ergonomic workstations for staff were included in the plan. The floor plan was completed during the 1999-2000 fiscal year, with installation of partitions and workstations scheduled for the first quarter of the 2000/01 fiscal year.

Accounting Interface

One of the last segments in the implementation process of the new Information System is the interfacing between LifeData and the Agency's accounting software. With the new system, the invoicing function is fully automated and the Agency will be able to offer clients the option of receiving individual invoices for services performed, or continue with monthly billings.

3 VITAL STATISTICS INFORMATION SYSTEM

3.1 Information System

The Agency's outdated information system could not be modified to accommodate the Year 2000 Issue and, as a result, approval was granted for a new information system. A request for proposal was tendered and a subsequent agreement finalized with KE Software for development and implementation of a new Vital Statistics Information System (LIFEDATA).

All registrations and certificates are now being processed in the Agency's LifeData system. The Agency manages the Vital Statistics database through the LifeData software. The file and print system is delivered through the Government of Manitoba's EDS/Systemhouse desktop network.

The system has the capability to automatically link death and birth records, which prevents the issuance of birth certificates to fraudulently create alternate identities.

In the past, the Agency was not able to assist in fraud investigations with other provinces because staff were not able to track the activities without full information on date of issue and certificate numbers. By the time the police had the information the investigation was nearly complete and we were only able to confirm their information. Since implementation of the new system, we have been able to assist police in tracking bogus applicants by address and postal code and provide information on fraudulently requested certificates before they are issued and used to obtain passports or other identification.

The Agency is planning to implement a policy of asking for additional information on parents' birthplaces to verify the identification of the applicant. This is currently being done in two other provinces and one territory. The intent is to deter fraudulent applications for birth certificates. The difficulty it presents for Vital Statistics is that the information for parents' birthplace is only available electronically from January, 1998. In all other cases the microfilm must be accessed and the records verified and edited. The staffing impact of this process has not been fully assessed.

The Agency's phone operators are now able to answer clients immediately on the status of their applications and this ability to instantly answer questions has pleased our clients extensively. They like being able to talk to a live operator rather than to a recorded message. They can obtain information on their application immediately instead of having to wait for a call back. As a result, the volume of documented inquiries for application status has been reduced by 50%.

One major problem Vital Statistics is facing is the lack of complete data for certificate issuing from the new system. For records entered from January 1, 1998 to present certificates can be issued very easily from the system. For the remainder of the records the system has sufficient data to locate the record and create some certificates in various years; however many data fields are missing or incomplete, depending on the year and the record. For incomplete records, such as records where parents' names are missing, the file must be augmented before the certificate can be issued.

The amount of data available from various storage mechanisms was less than anticipated. The project estimated the amount of data keying that was needed to augment the system to allow more on-line issuing of certificates. It was discovered that data for some records the Agency believed were stored, had actually been stripped to save computer space. This decision was made at a time when computer storage costs were very high. While the Agency was aware of some missing data, the extent of missing data elements was not determined until contractors commenced loading the various data sources to the new information system. This deficiency of data means fewer records can be immediately issued directly from the data base. If the required data is not available in the data base, the microfilm must be accessed before a certificate can be issued. Each time the microfilm must be accessed, the efficiency of being able to issue from the system is lost.

3.2 Year 2000 Compliance

The Year 2000 Issue is the result of computer programs being written using two digits rather than four to define the applicable year. Any programs that have time-sensitive software may recognize a date using "00" as the year 1900 rather than 2000. This could result in a major system failure or miscalculations.

Although the change in date has occurred and all systems are working and appear to be year 2000 compliant, it is not possible to conclude that all aspects of the Year 2000 Issue that may affect the entity have been fully resolved, including those related to customers, suppliers, or other third parties.

4 FINANCIAL RESULTS

4.1 Summary

The following table provides a summary by major revenue and expense categories of actual results for 1999-00 with budget and last year comparisons, and corresponding variances.

VITAL STATISTICS AGENCY
1999-00 FINANCIAL SUMMARY
(in 000's)

	Actual 1999-00	Budget 1999-00	Actual 1998-99	Variance Budget	Variance Last Year
Revenue:					
< Net Sales	2,244	2,026	2,163	218	81
< Cost Recovery from Government Departments	113	124	129	(11)	(16)
< Interest Income	31	20	45	11	(14)
Total Revenue	2,388	2,170	2,337	218	51
Expenses:					
< Salaries and Benefits	1,217	1,115	1,181	(102)	(36)
< Operating Expenses	759	765	659	6	(100)
Amortization	269	250	234	(19)	(35)
Total Expenses	2,245	2,130	2,074	(115)	(171)
Net Earnings for Year	143	40	263	103	(120)

4.2 Variance Analysis - Current Year Actual vs. Current Year Budget

The Agency concluded 1999-00 with a net income of $143 vs. a budget of $40, for a favourable variance of $103. The reasons for this favourable variance are explained in the analysis of revenues and expenses below:

4.2.1 Revenues

Actual revenues exceeded budget by $218 or 11%. The primary reasons for this favourable variance are the continuing high demand for immediate service and the strong demand for birth certificates.

4.2.2 Salaries and Benefits

Actual salaries and benefits exceeded budget by $102 or 9%, due to the 14% increase in certificate volume and the pension liability adjustment as advised by Finance.

4.2.3 Operating Expenses

Actual operating expenses were $6 or 1% below budget with most expenses close to budget.

4.2.4 Amortization

Actual amortization exceeded budget by $19 or 7% due to capital expenditures made during the current year which were budgeted for in the previous year.

4.2.5 Other Income and Expenses

There was no other income or expenses during this year.

4.3 Variance Analysis - Current Year Actual vs. Last Year Actual

Actual current year net income of $143.0 is $120 lower than last year's net income of $263. The reasons for this unfavourable variance are explained in the analysis of revenues and expanses below:

4.3.1 Revenues

Actual revenues exceeded last year revenues by $51 or 2%. The primary reasons for this favourable variance are increased demand for birth certificates and continuing demand for immediate service

4.3.2 Salaries and Benefits

Actual salaries and benefits exceeded last year by $36 or 3%. The primary reason is the pension liability adjustment.

4.3.3 Operating Expenses

Actual operating expenses exceeded last year by $100 or 15%. The primary reason are increased Desktop/Information System support charges.

4.3.4 Amortization

Actual amortization exceeded last year by $35 or 15%. The primary reason is the amortization of the new information system.

4.3.5 Other Income and Expenses

There was no other income or expenses during this year.

Vital Statistics Agency

5. MANAGEMENT REPORT

To the Special Operating Agencies Financing Authority

The accompanying financial statements are the responsibility of the management of the Vital Statistics Agency and have been prepared in accordance with generally accepted accounting principles. In Management's opinion, the financial statements have been properly prepared within reasonable limits of materiality, incorporating Management's best judgement regarding all necessary estimates and all other data available up to May 30, 2000.

Management maintains internal controls to properly safeguard the Vital Statistics Agency's assets. These controls also provide reasonable assurance that the books and records from which financial statements are derived accurately reflect all transactions, and established policies and procedures are followed.

The Auditor's responsibility is to express an independent opinion on whether the financial statements of the Vital Statistics Agency are fairly presented in accordance with generally accepted accounting principles. The Auditor's Report outlines the scope of the audit examination and provides an audit opinion.

On behalf of Management,

Caroline E. Kaus
Chief Operating Officer

Rudy Gerling
Manager of Finance,
Administration and Marketing

Vital Statistics Agency
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VITAL STATISTICS AGENCY
FINANCIAL STATEMENTS
MARCH 31, 2000

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

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March 31, 2000

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Schedule of Public Sector Compensation Disclosure (Schedule 2) .....

MAGNUS & BUFFIE
CHARTERED ACCOUNTANTS
906 - 386 Broadway, Winnipeg, Manitoba, Canada R3C 3R6
Telephone (204) 942-4441
Fax (204) 944-0400

AUDITORS' REPORT

To the Special Operating Agencies Financing Authority

We have audited the balance sheet of the Vital Statistics Agency, an Agency of the Special Operating Agencies Financing Authority, Province of Manitoba as at March 31, 2000, and the statements of earnings and retained earnings and cash flow for the year then ended. These financial statements are the responsibility of the Agency's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Agency as at March 31, 2000 and results of its operations and cash flow for the year then ended in accordance with generally accepted accounting principles.

The 2000 budget figures are unaudited.

Magnus & Buffie

Chartered Accountants

May 30, 2000

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

BALANCE SHEET
(in thousands)

March 31, 2000	**2000**	**1999**
ASSETS		
CURRENT		
Cash and short term deposits	$ 813	$ 725
Accounts receivable (Note 4)	41	50
Inventories (Note 2)	28	14
Prepaid expenses	8	6
	890	795
TERM DEPOSIT (Note 5)	366	289
RECEIVABLE FROM PROVINCE OF MANITOBA (Note 6)	191	126
CAPITAL ASSETS (Notes 2 and 7)	1,076	1,202
	$ 2,523	$ 2,412
LIABILITIES		
CURRENT		
Accounts payable	$ 136	$ 149
Accrued unused vacation entitlements	96	95
Unearned revenue (Note 2)	66	78
	298	322
SEVERANCE PAY LIABILITY (Note 8)	151	136
ACCRUED PENSION LIABILITY (Note 9)	456	289
	905	747
EQUITY		
RETAINED EARNINGS	1,618	1,665
	$ 2,523	$ 2,412

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

STATEMENT OF EARNINGS

(in thousands) Year ended March 31, 2000	BUDGET 2000	ACTUAL 2000	ACTUAL 1999
REVENUE			
Net sales	$ 2,026	$ 2,244	$ 2,163
Proceeds from government departments	124	113	129
Interest	20	31	45
	2,170	2,388	2,337
EXPENSES			
Salaries and employee benefits	1,115	1,217	1,181
Operating expenses (Schedule 1)	765	759	659
Amortization - capital assets	250	269	234
	2,130	2,245	2,074
NET EARNINGS FOR YEAR	$ 40	$ 143	$ 263

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

STATEMENT OF RETAINED EARNINGS
(in thousands)
Year ended March 31, 2000

	2000	1999
RETAINED EARNINGS, beginning of year	$ 1,665	$ 1,502
Net earnings for year	143	263
	1,808	1,765
Revenue sharing payment to Province of Manitoba	190	100
RETAINED EARNINGS, end of year	$ 1,618	$ 1,665

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

STATEMENT OF CASH FLOW
(in thousands)
Year ended March 31, 2000

	2000	1999
CASH FROM (USED IN)		
OPERATING ACTIVITIES		
Net earnings for year	$ 143	$ 263
Adjustments for		
Amortization - capital assets	269	234
Severance pay expense	15	10
Accrued pension expense	102	69
	529	576
Change in non-cash working capital balances		
Accounts receivable	9	4
Inventories	(14)	13
Prepaid expenses	(2)	(2)
Accounts payable	(13)	(47)
Accrued unused vacation entitlements	1	10
Unearned revenue	(12)	29
	(31)	7
	498	583
INVESTING ACTIVITY		
Acquisition of capital assets	(143)	(609)
FINANCING ACTIVITY		
Revenue sharing payment to Province of Manitoba	(190)	(100)
Change in term deposit	(77)	(69)
	(267)	(169)
CHANGE IN CASH AND SHORT TERM DEPOSITS	88	(195)
CASH AND SHORT TERM DEPOSITS, beginning of year	725	920
CASH AND SHORT TERM DEPOSITS, end of year	$ 813	$ 725

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

NOTES TO FINANCIAL STATEMENTS
(in thousands)
March 31, 2000

1. NATURE OF ORGANIZATION

Effective April 1, 1994, the Lieutenant Governor in Council designated the Vital Statistics Agency as a special operating agency under The Special Operating Agencies Financing Authority Act (C.C.S.M. cS185) by Order in Council 232/1994. The Order also gave approval to the Special Operating Agencies Financing Authority and the Minister of Consumer and Corporate Affairs, being the Minister responsible for the Agency, to enter into a management agreement with respect to the Agency.

A Management Agreement between the Financing Authority and the Minister of Consumer and Corporate Affairs assigns responsibility to manage the assets transferred to the Vital Statistics Agency in delivering regulated services to clients through administration of three major Acts; The Vital Statistics Act; The Change of Name Act; and The Marriage Act. The Agency also handles disinterments under The Public Health Act. The ownership of the vital events records is excluded from this agreement, as their ownership is considered Crown property and should not be alienated from Government protection in the public interest.

The Vital Statistics Agency continues to be part of Manitoba Consumer and Corporate Affairs under the general direction of the Deputy Minister, Consumer and Corporate Affairs who is also Chairperson of the Vital Statistics Agency's advisory committee. The Agency's general direction is provided by the Deputy Minister and the Minister.

The Agency remains bound by relevant legislation and regulation. It is also bound by administrative policy except where specific exemptions have been provided for it in its charter in order to meet business objectives.

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

NOTES TO FINANCIAL STATEMENTS
(in thousands)
March 31, 2000

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of reporting

The financial statements have been prepared in accordance with generally accepted accounting principles.

Inventories

Inventories of certificates and pre-printed forms are valued at cost. Cost is determined on a first-in, first-out basis.

Capital assets

Capital assets are amortized over their estimated lives as follows:

Office equipment	20% straight-line
Furniture and fixtures	20% straight-line
Security equipment	20% straight-line
Leasehold improvements	20% straight-line
Information system	20% declining balance
Data conversion	20% declining balance

The half-year rule is used in the years of acquisition and disposition.

Unearned revenue

The Agency receives cash payments at the time various certificates are ordered and the cash payments are reflected as unearned revenue. Revenue is recognized at the time the service is completed and the certificate is issued.

3. WAIVER OF FEES

The Vital Statistics Agency charges no fee for services in exchange for services from the following organizations:

a) The Manitoba Developmental Centre, health care facilities, the Chief Medical Examiner's Office (Manitoba Justice), the Manitoba Funeral Association and the Department of Anatomy of the University of Manitoba as they provide services in accordance with The Vital Statistics Act.

b) Child and Family Services Regional Operations of Manitoba Family Services to act as issuers of Marriage Licences and handling related administrative duties.

3. WAIVER OF FEES - continued

c) Vital Statistics Offices in other jurisdictions through agreements to exchange information between jurisdictions as it relates to one another's residency or birthplace.

Services provided under the above agreements are valued at $3 for the year ended March 31, 2000 (1999 - $3).

The Vital Statistics Agency provides the following services without compensation to the Federal Government:

a) Statistics Canada for national tabulation and statistical information. Statistics Canada provides payment for the microdata and microfilm records from the Vital Statistics Agency and provides half of the cost of printing registration forms.

b) Health and Welfare Canada (Indian and Northern Affairs) (2000 value of $nil; 1999 value of $6).

In March of 1998, the Ministers of Justice, Consumer and Corporate Affairs, and Highways and Transportation agreed that the fees for replacement documents should be waived. Representatives of Vital Statistics and the Division of Driver and Vehicle Licensing met to coordinate the process so the public would receive the same program from both agencies.

Effective January 1, 1999, members of the public who have had their birth certificates stolen during a criminal act can request replacement certificates and have the fee waived. This does not apply to members of the public who have lost their identification or individuals who are non-residents of Manitoba.

Clients are asked to indicate that they are requesting a waiver of fees as a result of a criminal act and to provide the police incident number.

Services provided under the above arrangements are valued at $18 for the year ended March 31, 2000 (1999 - $3).

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

NOTES TO FINANCIAL STATEMENTS
(in thousands)
March 31, 2000

4. ACCOUNTS RECEIVABLE

	2000	1999
Trade	$ 50	$ 56
Interest	3	2
	53	58
Allowance for doubtful accounts	12	8
	$ 41	$ 50

5. TERM DEPOSIT

The Agency has invested funds in a term deposit with the intention that these funds will be used to meet their pension obligation.

6. RECEIVABLE FROM PROVINCE OF MANITOBA

The receivable from the Province of Manitoba is for severance pay benefits prior to April 1, 1998 and pension benefits which the Province has accepted responsibility for.

	2000	1999
Severance Pay Benefits	$ 126	$ 126
Pension Benefits	65	
	$ 191	$ 126

7. CAPITAL ASSETS

	Cost	Accumulated Amortization	Net Book Value 2000	Net Book Value 1999
Office equipment	$ 56	$ 41	$ 15	$ 26
Furniture and fixtures	53	16	37	10
Security equipment	37	15	22	30
Leasehold improvements	38	30	8	15
Information system	730	272	458	509
Data conversion	791	255	536	612
	$ 1,705	$ 629	$ 1,076	$ 1,202

NOTES TO FINANCIAL STATEMENTS
(in thousands)
March 31, 2000

8. SEVERANCE PAY LIABILITY

Effective April 1, 1998, the Agency is recording accumulated severance pay benefits for its employees. Severance pay is determined by multiplying years of service, to a maximum of fifteen years, by the weekly salary at date of retirement, provided the employee reaches nine years of service and retires from the Agency. The estimate is based upon the method of calculation set by the Province of Manitoba.

The Province has accepted responsibility for the severance benefits accumulated by the Agency's employees to March 31, 1998. Accordingly, the opening severance pay liability balance as at April 1, 1998 of $126 was completely offset by a receivable from the Province. There are no terms of repayment for this receivable, and the amount will remain fixed at $126.

9. ACCRUED PENSION LIABILITY

Employees of the Vital Statistics Agency are eligible for pension benefits in accordance with provisions of The Civil Service Superannuation Act. In accordance with an agreement with the Province of Manitoba, Special Operating Agencies (SOA's) are only responsible for pension liability incurred for their employees from the date of designation as an SOA. The methodology for calculating the liability has been determined in conjunction with the Province, which accepts responsibility for pension liability for prior service as well as for any variance resulting from the calculation.

10. LEASE COMMITMENTS

The Agency has not entered into a lease agreement with the Province of Manitoba for rental of facilities at 254 Portage Avenue. Occupancy charges for the year ending March 31, 2000 are $154 (1999 - $162).

11. FINANCING ARRANGEMENTS

Working capital advances and long-term financing for significant capital purchases are provided to the Agency through the Special Operating Agencies Financing Authority. The Financing Authority has approved a $250 limit for working capital advances for the Agency. The Agency has not accessed working capital advances in the current fiscal year.

VITAL STATISITICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

NOTES TO FINANCIAL STATEMENTS
(in thousands)
March 31, 2000

12. YEAR 2000 COMPLIANCE

The Year 2000 Issue arises because many computerized systems use two digits rather than four to identify a year. Date-sensitive systems may recognize the year 2000 as 1900 or some other date, resulting in errors when information using year 2000 dates is processed. In addition, similar problems may arise in some systems which use certain dates in 1999 to represent something other than a date. Although the change in date has occurred, it is not possible to conclude that all aspects of the Year 2000 Issue that may affect the entity, including those related to customers, suppliers, or other third parties, have been fully resolved.

13. COMPARATIVE FIGURES

Certain of the comparative figures have been reclassified to conform to the classifications used in the current year.

Schedule 1

VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

SCHEDULE OF OPERATING EXPENSES

(in thousands) Year ended March 31, 2000	BUDGET 2000	ACTUAL 2000	ACTUAL 1999
Accommodation	$ 162	$ 157	$ 162
Advertising	45	12	3
Bad debt expense	5	6	7
Central government charges	20	14	17
Computer information system	264	327	208
Office supplies	17	18	17
Other operating expenses	25	25	29
Printed material supplies	68	58	66
Professional fees	50	36	37
Supplies for mechanized system	7	4	8
Telecommunications	35	23	31
Training	15	3	3
Transportation and freight	52	76	71
	$ 765	$ 759	$ 659

Schedule 2

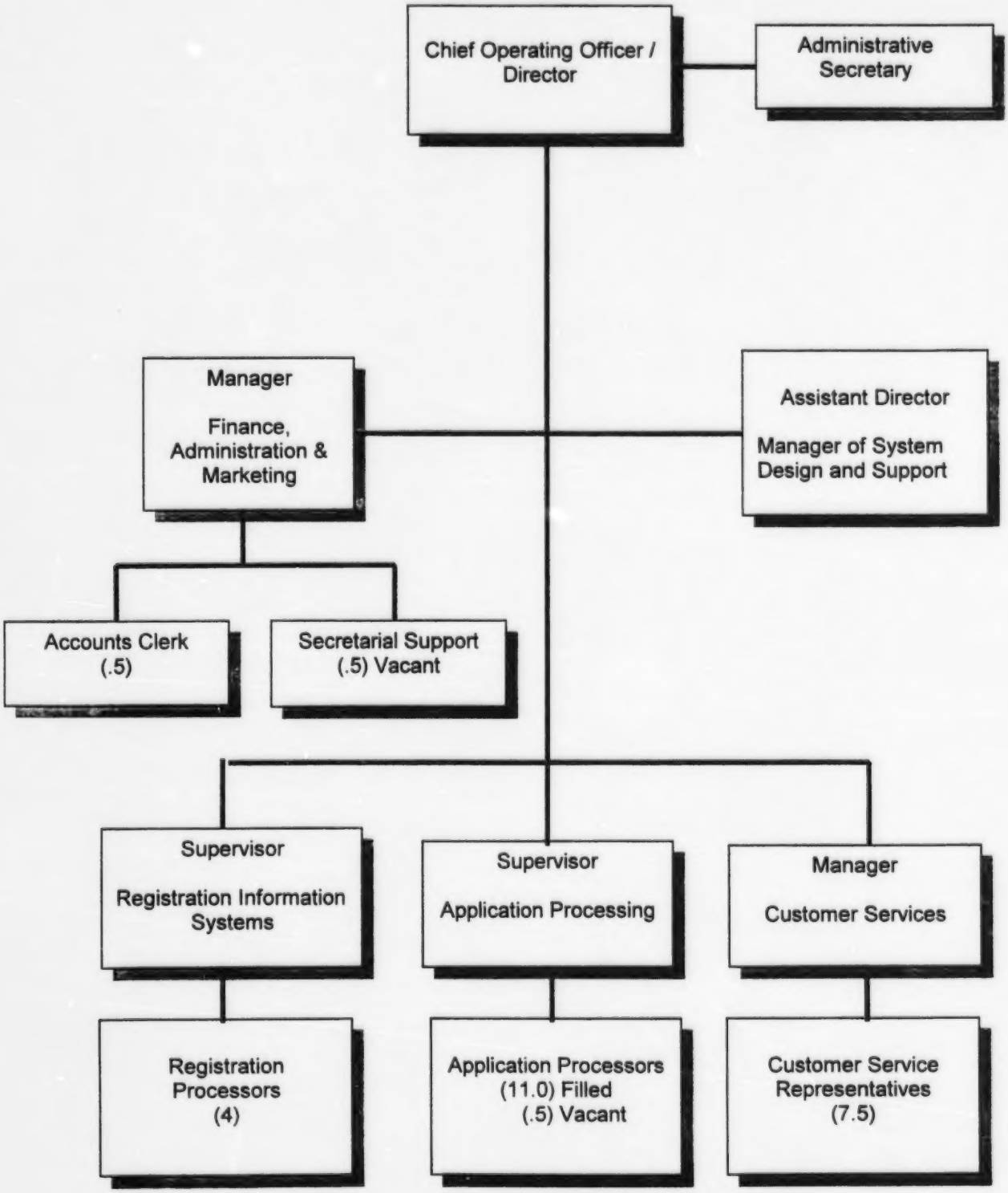
VITAL STATISTICS AGENCY
AN AGENCY OF THE SPECIAL OPERATING AGENCIES FINANCING AUTHORITY
PROVINCE OF MANITOBA

SCHEDULE OF PUBLIC SECTOR COMPENSATION DISCLOSURE
(in thousands)
Year ended March 31, 2000

EMPLOYEE	TITLE	COMPENSATION 2000	1999
Caroline Kaus	Chief Operating Officer	$61	$56
Rudy Gerling	Manager of Finance, Administration and Marketing	$51	

The Public Sector Compensation Disclosure Act requires all publicly funded bodies to disclose compensation to any employee or board member when such compensation exceeds $50,000 per annum.

7.1 Organization Chart



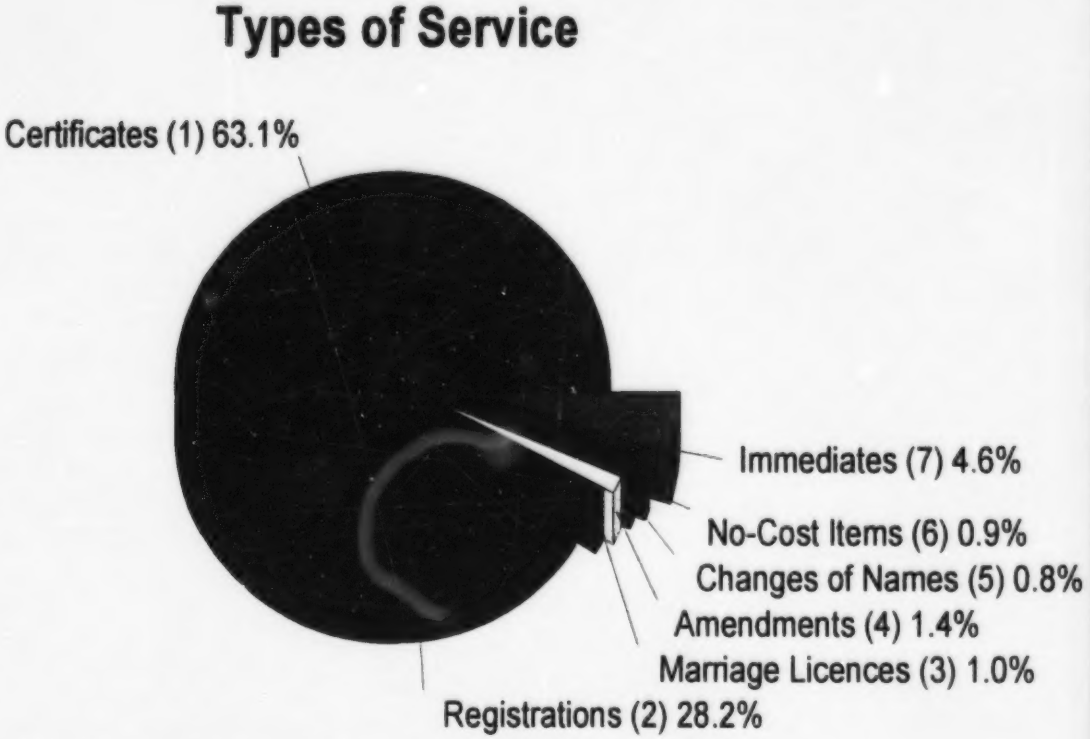
7.2 Service/Registration Activities

The following table indicates service/registration activities for 1999-00, as well as the comparative budget and comparisons from the previous two years.

Activities	Actual 1999-00	Budget 1999-00	Actual 1998-99	Actual 1997-98
Service Activity:				
Birth Certificates	41,519	40,000	42,300	40,687
Marriage Certificates	9,082	7,800	7,869	8,395
Death Certificates	8,473	8,400	8,351	8,115
Searches	123	1,000	845	870
Certified Copies	10,219	6,600	6,414	6,462
Corrections	1,144	1,300	1,303	1,313
Delayed Registrations	45	100	60	70
Adoptions Registered	386	400	458	446
Change of Name	916	800	837	807
Marriage Licenses	1,061	1,300	1,195	1,379
No-Fee - Fed/Prov Govs.	237	600	472	934
No-Fee – Victims of Crime	709	400	132	0
Immediates	5,103	1,000	4,598	3,796
Commemoratives Certificates	0	600	0	0
Total Service	**79,017**	**70,300**	**74,834**	**73,274**
Registration Activity:				
Birth Registrations	14,939	15,000	14,862	14,869
Marriage Registrations	6,705	6,000	6,760	5,929
Death Registrations	9,209	9,500	10,046	9,497
Stillbirth Registrations	133	100	136	99
Total Registration	**30,986**	**30,600**	**31,804**	**30,394**
Total Activity	**110,003**	**100,900**	**106,638**	**103,668**

7.3 Types of Service

The following pie chart indicates the percentage of volume breakdown for Vital Statistics service activity and registrations for the year ended March 31, 2000:



(1) Certificates, Certified Copies, Genealogy, and Searches
(2) Birth, Marriage, Death, and Stillbirth Registrations
(3) Marriage Licences, Fees for Issuers and Banns
(4) Corrections, Delayed Registrations and Adoptions
(5) Change of Name Certificates and Certified Copies
(6) No-Cost items to Federal/Provincial Governments
(7) Immediates

7.4 Provincial Fee Comparison

PROVINCIAL VITAL STATISTICS FEES – EFFECTIVE APRIL 1, 2000

SERVICE	AB*	BC*	MB	NB	NF	NU	NWT	NS	ON	PEI	PQ	SK	YT
BIRTH													
Wallet Size	$20	$27	$25	free	$20	$10	$10	$20	$15	$20	$15	$20	$10
Framing Size	$20	$27	$25	$25	$20	$10	$10	$25	(1)	$30	(1)	$20	$10
Certified Copy	$20	$50	$25	$25	$20	$10	$10	$25	$22	$30	$20	$25	$10
MARRIAGE													
Wallet Size	$20	$27	$25	$20	$20	$10	$10	$20	(1)	$20	$15	$20	$10
Framing Size	$20	$27	$25	$25	$20	$10	$10	(1)	$15	$30	(1)	$20	$10
Certified Copy	$20	$50	$25	$25	$20	$10	$10	$25	$22	$30	$20	$25	$10
DEATH													
Framing Size	$20	$27	$25	$25	(3)	$10	$10	$20	$15	$30	$15	$20	$10
Certified Copy	$20	$50	$25	$25	(3)	$10	$10	$25	$22	$30	$20	$25	$10
24 HOUR SERVICE	(1)	$60	$55	(3)	(1)	$10	$10	(3)	$15	(1)	$35	$30	(3)
GENEALOGICAL SEARCH	$20	$50	$25ι	$15γ	$20	(1)	(1)	$15γ	$15γ	$10	$20	$20	$1\yr. to $20
YEARS SEARCHED	3	All	5	3	3	(1)	(1)	3	5	3	5	3	All
AMENDMENTS													
Corrections	$20	$27	$25	$20	(3)	$10	$10	$20	$22-37	$20	$50-100	$20	$10
Delayed Registration	$20	(3)	$25	$20	(3)	$10	$10	$20	$22	$10	(3)	$20	$10
Other	$20	$27	$25	$20	(3)	$10	$10	$20	(1)	$20	(3)	(3)	$10
MARRIAGE LICENCE	$45	$100	$60	no fee	$50	$25	$25	$100	$75-125	$100	(1)	(2)	$20
CIVIL CEREMONY	(2)	$75	$50	$50	$25	$25	(2)	$50	$75	(2)	$100	(2)	(2)
CHANGE OF NAME													
All Inclusive	$120	$137	$100	$125	$20	(2)	(2)	$125	$137	$100	$125	$125	$50
Given Name		Inc.	Inc.	$100	$20	(2)	(2)	(1)	(1)	$100			
Surname		Inc.	Inc.	$125	$20	(2)	(2)	(1)	(1)	$100			
Additional Family Members		$27		$50	$20	(2)	(2)	$20	$22	(1)	$25	(1)	$17.50
CHANGE OF NAME CERTIFICATE													
Copy	$20	$27	$25	$15	(1)	(1)	(1)	$15	$22	(1)	$10	$20	$10
Search	$20	$50	Inc.	$15	(1)	(1)	(1)	$5	$15	(1)	(1)	$20	Inc.
Years Searched	All	All	All	(1)	(1)	(1)	(1)	3	5	(1)	(1)	3	1988

LEGEND: ι Fee does not include the cost of publication
γ Search an additional 3 years for $10
ι Search an additional 5 years for $10
* BC - Add a fee of $5.95 for Credit Card use
Civil Ceremony $5.25 GST = $80.25

Inc. = This service included in fee
(1) = Not available
(2) = Service provided by another department
(3) = No charge

* AB - Applications are accepted at agent offices. Agent fees are $8.00 - $20.00 for AB residents. Additional fees are charged for credit card use, immediate issue fees and for taking applications for provincial registries. Fees vary between agents.
NB Free to all New borns

7.5 Selected Statistics

7.5.1 Live Births, Marriages, Deaths and Stillbirths Rate Per 1,000 Population (MHSC and Statistics Canada Population Figures - Manitoba (1997 - 1999)

7.5.2 Deaths in Manitoba by Age and Sex (1999) By Age and Totals (1997 -1999)

7.5.3 Certain Selected Causes of Death in Manitoba With Rate Per 100,000 Population (1999)

7.5.4 Death Rates Under One Year of Age in Manitoba (1990 - 1999)

7.5.5 Manitoba Infant Mortality by Region of Residence (1997 - 1999)

7.5.6 Deaths of Children Under One Year of Age by Cause and Age in Manitoba (1999)

7.5.7 Deaths and Death Rates Due to Accidents, Motor Vehicle and Other in Manitoba (1994 - 1999)

7.5.1 - Live Births, Marriages, Deaths and Stillbirths Rate Per 1,000 Population (MHSC and Statistics Canada Population Figures - Manitoba 1997 – 1999)

Events	1997			1998			1999		
	Number	Rate Per MHSC Population	Rate Per Statistics Canada Population	Number	Rate Per MHSC Population	Rate Per Statistics Canada Population	Number	Rate Per MHSC Population	Rate Per Statistics Canada Population
Live Births	14,969	13.1	13.1	14,877	13.0	13.1	14,763	12.9	12.9
Marriages	6,261	5.5	5.5	6,436	5.6	5.7	6,627	5.8	5.8
Deaths	9,547	8.3	8.4	9,838	8.6	8.7	9,909	8.7	8.7
Stillbirths	111	7.4[1]		124	8.3[1]		123	8.3[1]	

1. Rate is the number of fetal deaths of 20 or more weeks gestation or weighing 500 grams or more per 1,000 live births.

7.5.2 - Deaths in Manitoba by Age and Sex (2000) By Age and Totals (1997 to 1999)

Age	1997	1998	1999		
			Male	Female	Total
Under 1 Year	111	103	75	49	124
1 - 4 Years	33	27	19	8	27
5 - 14 Years	42	34	20	12	32
15 – 24 Years	115	116	80	40	120
25 – 44 Years	424	382	236	149	385
45 – 64 Years	1,277	1,335	799	539	1,338
65 – 79 Years	3,174	3,301	1,961	1,370	3,331
80 Years and Over	4,371	4,540	1,913	2,638	4,551
Total	**9,547**	**9,838**	**5,104[1]**	**4,805**	**9,909**

(1) In 1999, one male death with age unknown.

7.5.3 - Certain Selected Causes of Death in Manitoba With Rate Per 100,000 Population (1999)

Causes of Deaths	Number	Rate[1]	Rate[2]
Heart Disease (410 - 429)	2,573	225.2	225.0
Cancer (140 - 208)	2,548	223.0	222.8
Cerebrovascular Disease (430 - 438)	777	68.0	67.9
Accidents (E800 - E949)	455	39.8	39.8
Pneumonia (480 - 486)	488	42.7	42.7
Suicide (E950 - E959)	127	11.1	11.1
Diabetes (250)	293	25.6	25.6

1. **Rate per MHSC population records at June 1, 1998**
2. **Rate per Statistics Canada population count July 1, 1999**
3. **Codes in parentheses refer to the International Classification of Death, Version 9 (ICD-9).**

7.5.4 - Death Rates Under One Year of Age in Manitoba (1990 - 1999)

Year	Stillbirth[1]	Perinatal	Neonatal	Post-Neonatal	Infant
1999	8.3	13.5	6.0	2.4	8.4
1998	8.3	8.3	5.0	2.6	6.9
1997	7.4	11.4	4.9	2.5	7.4
1996	8.0	11.6	4.4	2.5	6.8
1995	8.3	12.0	4.9	2.4	7.3
1994	8.7	12.7	4.9	2.8	7.6
1993	8.6	12.1	5.1	2.2	7.2
1992	8.6	12.3	4.3	2.6	6.9
1991	7.2	10.8	4.2	2.9	7.1
1990	6.7	10.9	5.1	3.1	8.2

1. 20 or more weeks gestation or weighing 500 grams or more. Perinatal rates per 1,000 births. All other rates are per 1,000 live births.

7.5.5 – Manitoba Infant Mortality by Region of Residence (1999)

Regions	Infant Deaths	Live Births	Rate Per 1,000 Live Births
	1999	1999	1999
Brandon	3	455	6.6
Burntwood	14	1,174	11.9
Central	16	1,463	10.9
Churchill	1	12	83.3
Interlake	2	825	2.4
Marquette	1	398	2.5
Norman	1	369	2.7
North Eastman	7	546	12.8
Parkland	4	429	9.3
South Eastman	6	678	8.8
South Westman	1	366	2.7
Winnipeg	61	7,476	8.2
Manitoba Residents	117	14,191	8.2
Non-Residents	7	572	12.2
Total	124	14,763	8.4

7.5.6 – Deaths of Children Under One Year of Age by Cause and Age in Manitoba (1999)

Cause of Death	Less Than 7 Days	7 to Less Than 28 Days	28 Days to Less Than 1 Year	Total
Congenital Anomalies (216.9, 243, 255.2, 270-272, 275, 277, 279.0, 362.7, 425.3, 740-759)	26	2	8	36
Respiratory Distress Syndrome (769)	2	0	0	2
Other Respiratory Conditions (770)	8	0	0	8
Immaturity (765)	12	0	0	12
Injury at Birth (767)	1	0	0	1
Sudden Infant Death Syndrome (798.0)	0	2	7	9
Pneumonia (480-486)	0	0	2	2
Accidents (E800-E949)	0	0	3	3
Other Causes	29	6	16	51
Total	78	10	36	124

Note: Codes in parentheses refer to the International Classification of Death, Version 9 (ICD-9).

7.5.7 - Deaths and Death Rates Due to Accidents Motor Vehicle and Other in Manitoba (1994 to 1999)

Year	Motor Vehicle Accidents		Other Accidents		Total Accidents	
	Deaths	Death Rate[1]	Deaths	Death Rate[1]	Deaths	Death Rate[1]
1999	125	10.9	330	28.9	455	39.8
1998	142	12.4	281	24.6	423	37.0
1997	131	11.4	300	26.2	431	37.6
1996	101	8.8	279	24.4	380	33.2
1995	135	11.8	263	22.9	398	34.7
1994	134	11.7	237	20.7	371	32.4

1. Death Rate is per 100,000 population - MHSC population records.